

### **Remarks**

The present Response is to the Office Action mailed 10/07/2009. Claims 15-28 are presented for examination.

### **Claim Rejections - 35 USC § 101**

The claimed invention is directed to non-statutory subject matter. Claims 15-28 recite steps that do not provide any transformation. Furthermore, the specification describes the self help wizard as a software "Another well known convention used to empower customers is commonly referred to as a self-help wizard. A self-help wizard is a software application that is typically loaded on, or downloaded to a user's computer along with a related software application usually purchased by the user. Self-help wizards enable a user to configure downloaded applications (installation), customize software components, and initiate execution of accessory applications or special projects. Conventional self-help wizards such as the type accompanying downloaded software are limited, however, in that they are typically general in descriptive content and are often difficult to use effectively. These types of self-help applications are designed and intended for use on one's computer after download. Such wizards often have links to WEB-sourced information that is accessed through an Internet dialing function generic to the user's system (see specification, page 8, lines 18-28)". . In addition, the claims also recite "an information software" that is not well defined in the spec and does not seem to be running on a hardware. Accordingly, Examiner submits that the claims are directed toward a software per se. Correction is required.

#### **Applicant's response:**

Applicant herein amends independent claim 15 to recite:

*In an Internet connected communication system with multiple modes of communication, a server storing and executing software providing a user support system, comprising:*

*an interface accessible from the Internet for accepting information from outside users and for presenting information to the users; and*

*an information software configured to a specific user;  
wherein, the software is configured to a specific user and upon a contact from the specific user, the information software presents to the specific user an interface automatically updated with available information according to the specific user interaction and/or request.*

Claim 22, as amended, recites a method for providing user support in a multimedia Internet connected communication system by storing and executing software from a server.

Applicant argues that the amendments herein made to the claims accurately reflect that the user interface is provided by software executing from a server in the Internet connected communication system. Therefore, applicant believes that the claims now constitute statutory subject matter as the software executes from hardware.

Applicant points out that the self help wizard as described on page 8 of applicant's specification is a description in the background portion describing prior art that the present invention improves upon. Therefore, the present claims will not reflect said description.

### **Summary**

As all of the claims, as amended and argued above, have been shown to be patentable over the art presented by the Examiner, applicant respectfully requests reconsideration and the case be passed quickly to issue.

If any fees are due beyond fees paid with this amendment, authorization is made to deduct those fees from deposit account 50-0534. If any time extension is needed beyond any extension requested with this amendment, such extension is hereby requested.

Respectfully submitted,  
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